

### CLAIMS

1. (Currently Amended) A method implemented on a data processing system, the method comprising:
  - the data processing system displaying a list of service providers to a service seeker via an internet connection, the list indicating individually whether each service provider in the list of service providers is currently available to provide live advice to the service seeker at a time when the service seeker is viewing the list;
  - the data processing system receiving, from a service seeker, an appointment request for a live advice communication with a selected service provider during a service seeker specified appointment time;
  - the data processing system determining whether the selected service provider is available during the service seeker specified appointment time;
  - the data processing system scheduling a live advice communication appointment between the service seeker and the selected service provider;
  - at the live advice communication appointment, the data processing system establishing a first real time communication connection with one of: the service seeker [[or]] and the selected service provider;
  - in response to establishing the first real time communication connection, the data processing system establishing a second real time communication connection with one of: the service seeker [[or]] and the selected service provider; [[and]]
  - in response to establishing at least the second real time communication connection, the data processing system connecting the first and second real time communication connections to allow the selected service provider to provide live advice to the service seeker at the scheduled appointment;
  - the data processing system monitoring time spent on the live advice; and
  - the data processing system billing the service seeker on behalf of the selected service provider based on the time spent on the live advice.
- 2-3. (Canceled)

4. (Previously Presented) The method of claim 1, wherein scheduling the appointment request further comprises:  
requesting a deposit from the service seeker;  
once the deposit is received from the service seeker, verifying a telephone number of the service seeker; and  
once the service seeker telephone number is verified, sending an appointment request confirmation to the service seeker.
5. (Original) The method of claim 1, wherein scheduling the live advice communication appointment further comprises:  
determining whether an appointment acceptance is received from the selected service provider;  
once the appointment acceptance is received from the selected service provider, sending an appointment confirmation to the service seeker; and  
sending an appointment confirmation to the selected service provider.
6. (Canceled)
7. (Previously Presented) The method of claim 1, wherein the method further comprises:  
when the selected service provider fails to accept the communications connection from the data processing system, contacting an alternate system selected service provider within a field of service of the selected service provider as an alternate service provider; and  
once the alternate service provider accepts the communications connection from the data processing system, establishing a real time communication between the alternate service provider and the service seeker for a live advice communication there between.

8. (Previously Presented) The method of claim 7, further comprising:  
once the real time communication between the service seeker and the alternate service provider is complete, providing the service seeker with a gift from the selected service provider.
9. (Currently Amended) The method of claim 1, further comprising:  
when the selected service provider is engaged in a separate live advice communication during the service provider system communication connection, notifying the selected service provider of the scheduled advice communication appointment;  
receiving a response from the selected service provider to accept/reject the appointment notification;  
when the selected service provider accepts the appointment notification, terminating the live advice communication with a current service seeker; and  
once the advice communication is terminated, separately establishing a real time communication connection between the selected service provider and the service seeker for a live advice communication.
10. (Previously Presented) The method of claim 1, wherein scheduling the appointment request further comprises:  
generating a service seeker appointment alert within an appointment screen of the selected service provider, wherein the appointment screen includes a list of each service provider accepted appointment and a list of alerts for each pending appointment requests received by the selected service provider.
- 11-20. (Canceled)
21. (Currently Amended) A computer readable storage medium embodying instructions, the instruction causing a data processing system to perform a method, the method comprising:  
a data processing system displaying a list of service providers to a service seeker via an internet connection, the list indicating individually whether each service provider

in the list of service providers is currently available to provide live advice to the service seeker at a time when the service seeker is viewing the list;  
the data processing system receiving, from a service seeker, an appointment request for a live advice communication with a selected service provider during a service seeker specified appointment time;  
the data processing system determining whether the selected service provider is available during the service seeker specified appointment time;  
the data processing system scheduling a live advice communication appointment between the service seeker and the selected service provider;  
at the live advice communication appointment, the data processing system establishing a first real time communication connection with one of: the service seeker [[or]] and the selected service provider;  
in response to establishing the first real time communication connection, the data processing system establishing a second real time communication connection with one of: the service seeker [[or]] and the selected service provider; [[and]]  
in response to establishing at least the second real time communication connection, the data processing system connecting the first and second real time communication connections to allow the selected service provider to provide live advice to the service seeker at the scheduled appointment;  
the data processing system monitoring time spent on the live advice; and  
the data processing system billing the service seeker on behalf of the selected service provider based on the time spent on the live advice.

22-23. (Canceled)

24. (Previously Presented) The computer readable storage medium of claim 21, wherein scheduling the appointment request further comprises:  
requesting a deposit from the service seeker;  
once the deposit is received from the service seeker, verifying a telephone number of the service seeker; and

once the service seeker telephone number is verified, sending an appointment request confirmation to the service seeker.

25. (Original) The computer readable storage medium of claim 21, wherein scheduling the live advice communication appointment further comprises:  
determining whether an appointment acceptance is received from the selected service provider;  
once the appointment acceptance is received from the selected service provider, sending an appointment confirmation to the service seeker; and  
sending an appointment confirmation to the selected service provider.
26. (Canceled)
27. (Previously Presented) The computer readable storage medium of claim 26, wherein the method further comprises:  
when the selected service provider fails to accept the communications connection from the data processing system, contacting an alternate system selected service provider within a field of service of the selected service provider as an alternate service provider; and  
once the alternate service provider accepts the communications connection from the data processing system, establishing a real time communication between the alternate service provider and the service seeker via for a live advice communication there between.
28. (Previously Presented) The computer readable storage medium of claim 27, further comprising:  
once the real time communication between the service seeker and the alternate service provider is complete, providing the service seeker with a gift from the selected service provider.

29. (Currently Amended) The computer readable storage medium of claim 26, further comprising:

when the selected service provider is engaged in a separate live advice communication during the service provider system communication connection, notifying the selected service provider of the scheduled advice communication appointment; receiving a response from the selected service provider to accept/reject the appointment notification;

when the selected service provider accepts the appointment notification, terminating the live advice communication with a current service seeker; and  
once the advice communication is terminated, separately establishing a real time communication connection between the selected service provider and the service seeker for a live advice communication.

30. (Previously Presented) The computer readable storage medium of claim 21, wherein scheduling the appointment request further comprises:

generating a service seeker appointment alert within an appointment screen of the selected service provider, wherein the appointment screen includes a list of each service provider accepted appointment and a list of alerts for each pending appointment requests received by the selected service provider.

- 31-45. (Canceled)

46. (Currently Amended) A system comprising:

a first unit to display a list of service providers to a service seeker via an internet connection, the list indicating individually whether each service provider in the list of service providers is currently available to provide live advice to the service seeker at a time when the service seeker is viewing the list;  
a second unit to receive, from a service seeker, an appointment request for a live advice communication with a selected service provider during a service seeker specified appointment time; and

a third unit to determine whether the selected service provider is available during the service seeker specified appointment time;  
wherein the third unit is to schedule a live advice communication appointment between the service seeker and the selected service provider;  
wherein at the live advice communication appointment, the ~~third unit~~ system is to establish a first real time communication connection with one of: the service seeker [[or]] and the selected service provider;  
wherein in response to establishing the first real time communication connection, the ~~third unit~~ system is to establish a second real time communication connection with one of: the service seeker [[or]] and the selected service provider; [[and]]  
wherein in response to establishing at least the second real time communication connection, the ~~third unit~~ system is to connect the first and second real time communication connections to allow the selected service provider to provide live advice to the service seeker at the scheduled appointment; and  
wherein the system is to monitor time spent on the live advice and bill the service seeker on behalf of the selected service provider based on the time spent on the live advice.

47. (Previously Presented) The system of claim 46, wherein the third unit is to further: request a deposit from the service seeker;  
once the deposit is received from the service seeker, the third unit is to verify a telephone number of the service seeker; and  
once the service seeker telephone number is verified, the third unit is to send an appointment request confirmation to the service seeker.
48. (Previously Presented) The system of claim 46, wherein the third unit is to determine whether an appointment acceptance is received from the selected service provider;  
once the appointment acceptance is received from the selected service provider, the third unit is to send an appointment confirmation to the service seeker; and  
third unit is to send an appointment confirmation to the selected service provider.

49. (Previously Presented) The system of claim 46, wherein when the selected service provider fails to accept the communications connection from the service provider system, the third unit is to contact an alternate system selected service provider within a field of service of the selected service provider as an alternate service provider; and once the alternate service provider accepts the communications connection from the service provider system, the third unit is to establish a real time communication between the alternate service provider and the service seeker for a live advice communication there between.
50. (Previously Presented) The system of claim 46, further comprising:  
once the real time communication between the service seeker and the alternate service provider is complete, the third unit is to provide the service seeker with a gift from the selected service provider.